

WIC Futures Study Group

April 1, 2015



Funding Formula

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New/Improved For FF16

- Local Contracts:
 - Travel in contract
 - Discuss computer equipment ownership
 - Expansion of peer counselor program (option)
- State Projects
 - New employee training (at state)
 - Appointment reminders (working on contract statewide)
 - Improved training for stores (cashier online training)
 - EBT implementation, training, getting stores ready
 - Annual outreach campaign (media)



Strategic Plan & Performance Management



Strategic Plan

- Had not been done in WIC
- Good time (staff changes, big projects, accreditation, quality improvement...)
- Want to use in Performance Management, policy review/updates, project planning, outreach
- Review Document

Performance Management

- Health Stat
 - Working on for ~2 years
 - Challenging process for WIC
 - Wanted more meaningful data to measure
 - Needed data to track (epi support)
- Work Plans
 - Had 6 (Program Admin, Local Admin, Vendor, Nutrition, IT, EBT)
 - Reduced to 3 (Local Admin, Nutrition, Vendor)
 - Work in progress



WIC

- Review Health Stat
- Metrics:
 - Percent of benefits redeemed
 - Percent of women who are breastfeeding
 - Percent of potentially eligible Montanans who are participating



Nutrition Plan

- Health outcomes
- Metrics (ideas)
 - Breastfeeding Data
 - BMI Data
 - Smoking Cessation
 - Entry into Prenatal care (trimester)
 - Number of adverse monitoring findings
 - % local agency staff meeting CEU requirements
 - Number of hours staff spend on nutrition education (timestudy)

Vendor Plan

- Compliance, integrity, access
- Metrics (ideas)
 - Monitoring (% passed)
 - High risk vendors (% passed compliance buy)
 - Store participation (number of vendors)
 - Number of monitoring experiences
 - Number of compliance buys

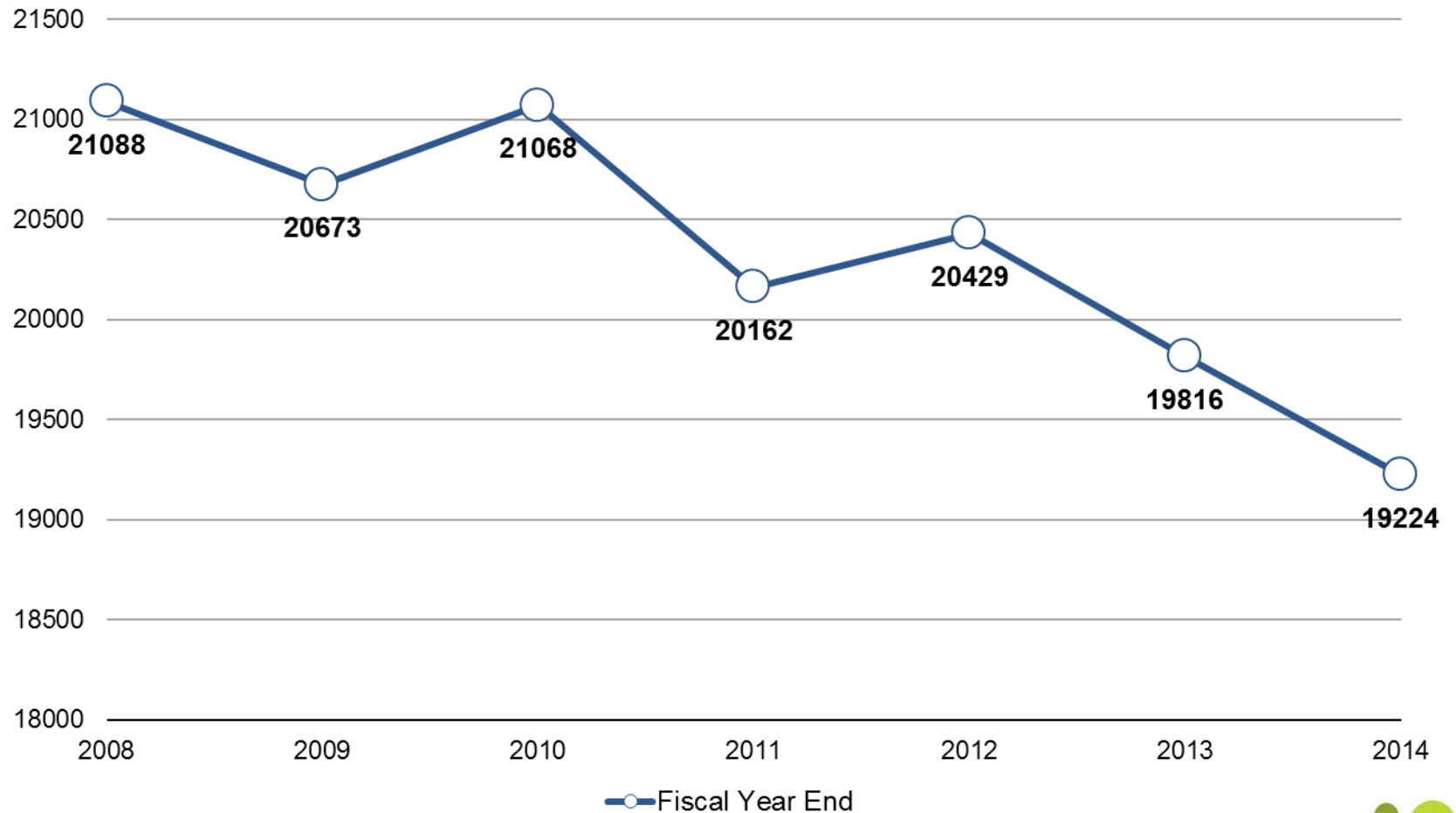
Local Admin Plan

- Compliance, integrity, access
- Metrics (ideas)
 - Participation (by category)
 - **Monitoring Results (number in tier 1)**
 - Local agency increase in participation annually

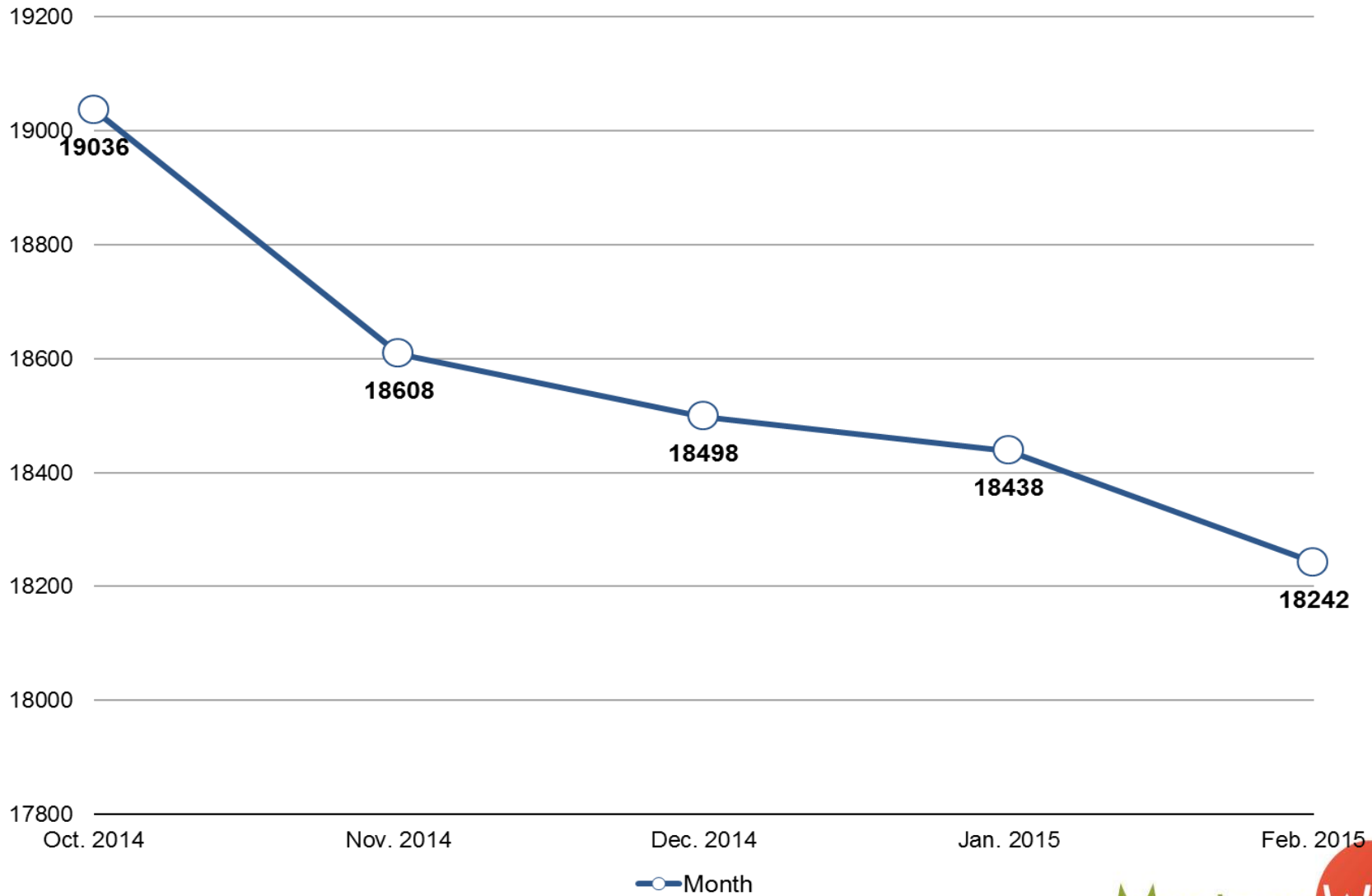
Outreach & Participation



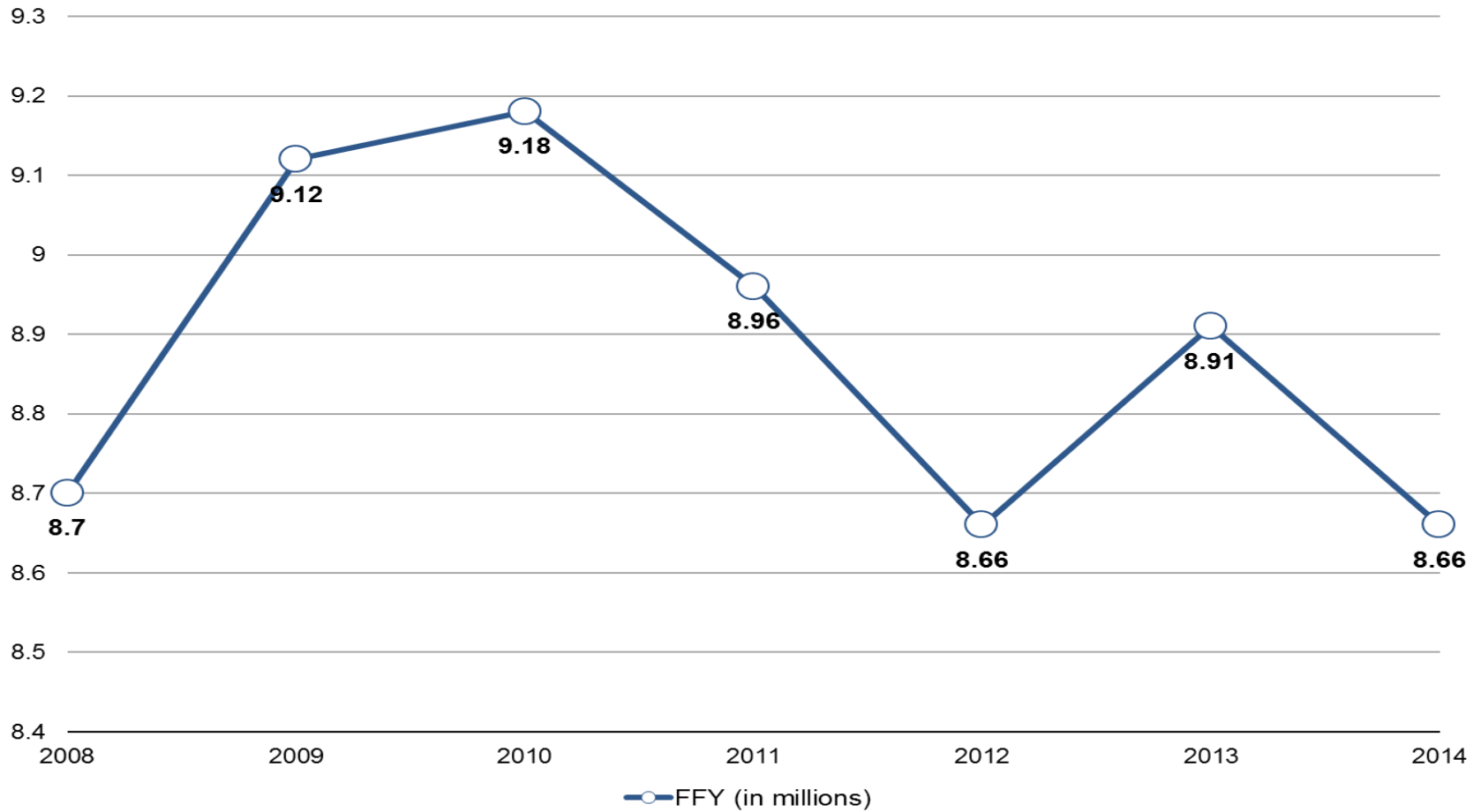
Montana WIC Participation: FFY 2008-2014



Montana WIC Participation: FFY 2015



National Participation 2008-2014



Current State Efforts

- Media campaign
- Retailer training/outreach
 - Monitoring more frequently
- Focus on outreach plans (written and submitted)
- Utilities report to identify who “dropped off”
- Tip of the month in newsletter
- Collaboration with other programs (IZ, Home Visiting...)

Local Agency Efforts

- Articles (media)
- Posters, fliers around town
- Collaborate with SNAP, Medicaid, TANF, Doctors, Home Visiting... etc.
- Appointment reminders
- Flexible schedules (late clinic, weekend clinic)
- Incentives for participation (reward)



Staffing & Scheduling

- Room for more appointments?
- Clinic too busy?
 - Seeing participants quarterly? Or more often?
 - Using distance ed.?
- Clinic well staffed?
- Time being used efficiently?
- Flexible hours?

Future Plans

- Statewide texting for appt. reminders
- Coordinate with interns and FSC
- EBT will be popular- do media campaign around that
- Improved food package (yogurt, pasta, fresh fruits and veggies for babies)
- Refer from Medicaid/TANF/SNAP site to WIC



Conference Session

- Invited Food Security Council and MSU Dietetic Intern Director & interns
- Will show data
 - Discuss efforts at state and local level
 - Discuss potential for collaboration & projects with interns
 - Brainstorm ideas for increasing participation

Discussion/Input

- Decreased participation may lead to decreased funding
- Not reaching potentially eligible in Montana
- Economy is improving... but we still have many people in need that we are not reaching
- Ideas? Input?

State Plan Update

Kate Girard & Bernadette Lahr



Annual Review

- Updated every year
- Start about January, finish and submit by summer
- Review every policy, update as needed
- Trying to limit change this year
- May have some mid-year updates with EBT
- LOTS of changes in the last few years... will try to be easier on staff this year (if possible)



Coming in 2016

- Food package updates
- Separation of duties policy
- Clarifications
 - Tribal eligibility
 - End of cert notice vs. Notice of ineligibility
 - WIC money, how it can be spent
 - Integrity (staff serving family, acting as proxy)
 - Time studies
 - Self-monitoring annually
- Complete and full enforcement of all policies



Staffing: CPA Qualifications

- Federal Reg:
 - MD, RD, PA, NP, RN, “nutritionist” (BS or MS in Nutrition, or Home Economics with nutrition emphasis), or other “medically trained” professional
- Nutrition Services Standards: same as regs
- Montana WIC:
 - Fed. Definition
 - Allows exception for those with a degree if they complete classes (A&P, nutrition courses)
 - More liberal than most states



Monitoring

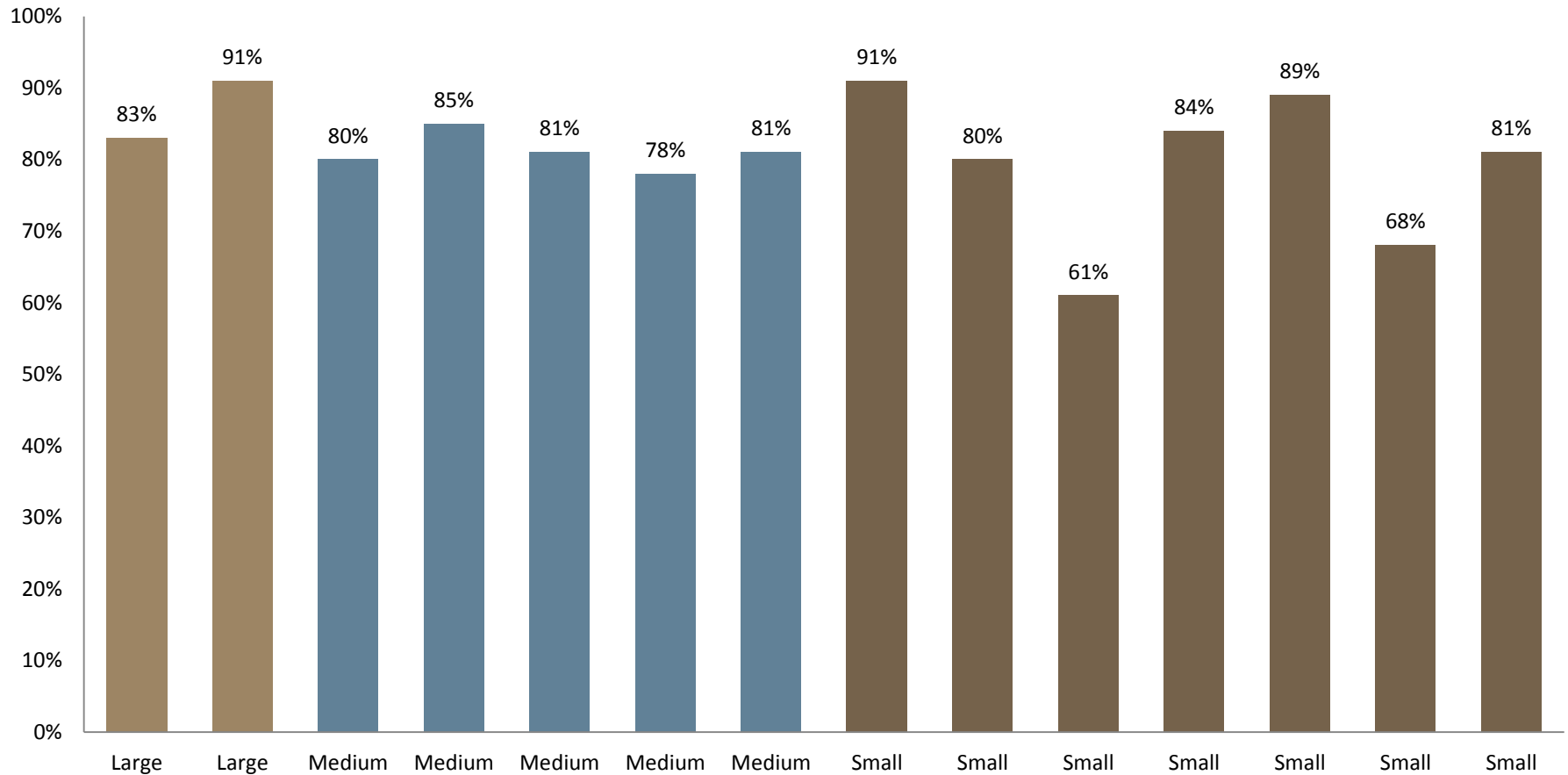
Updates for 2015-16



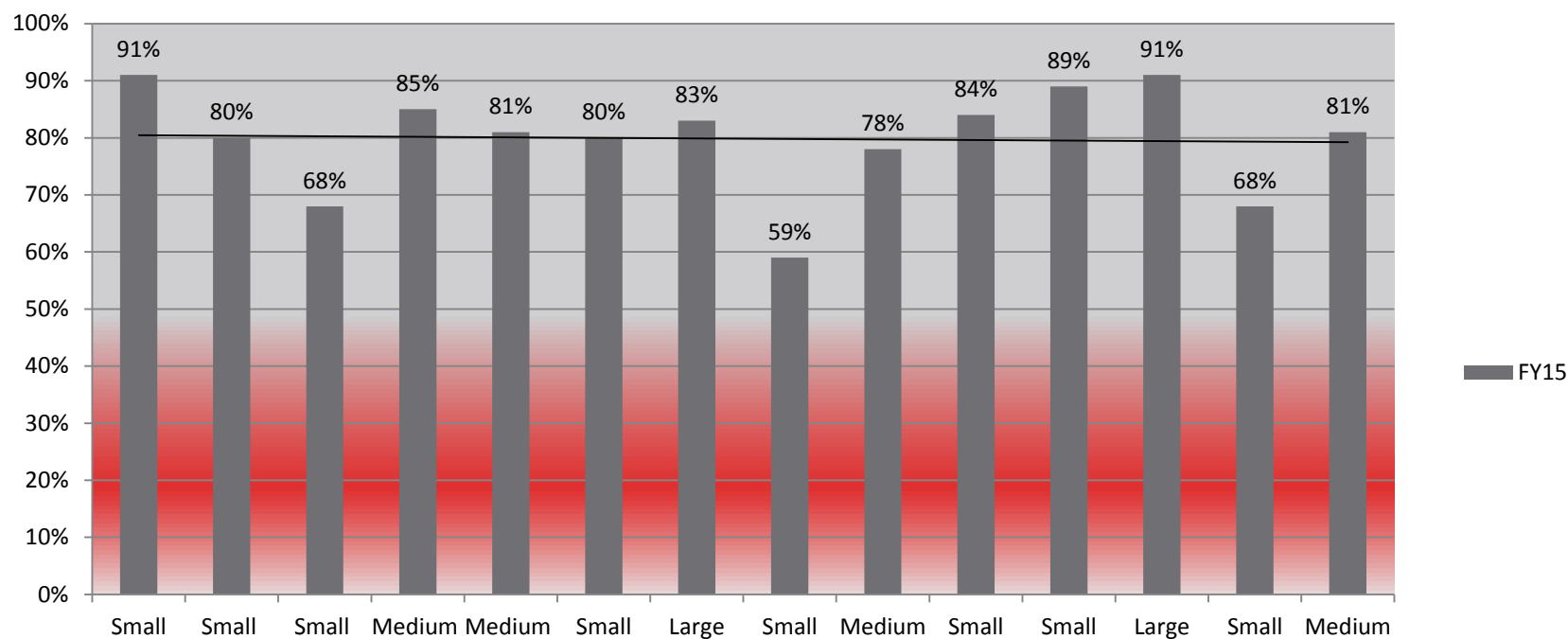
Background

- State ME required every 2 years
 - Internal review required for all as well
 - Should be a learning experience, not punitive
- Updates for 2015-2016
 - Nutrition areas changed
 - “Counting” the plan section
 - Added “observation” but not counting this go around
- Have finished first year of local agency monitoring

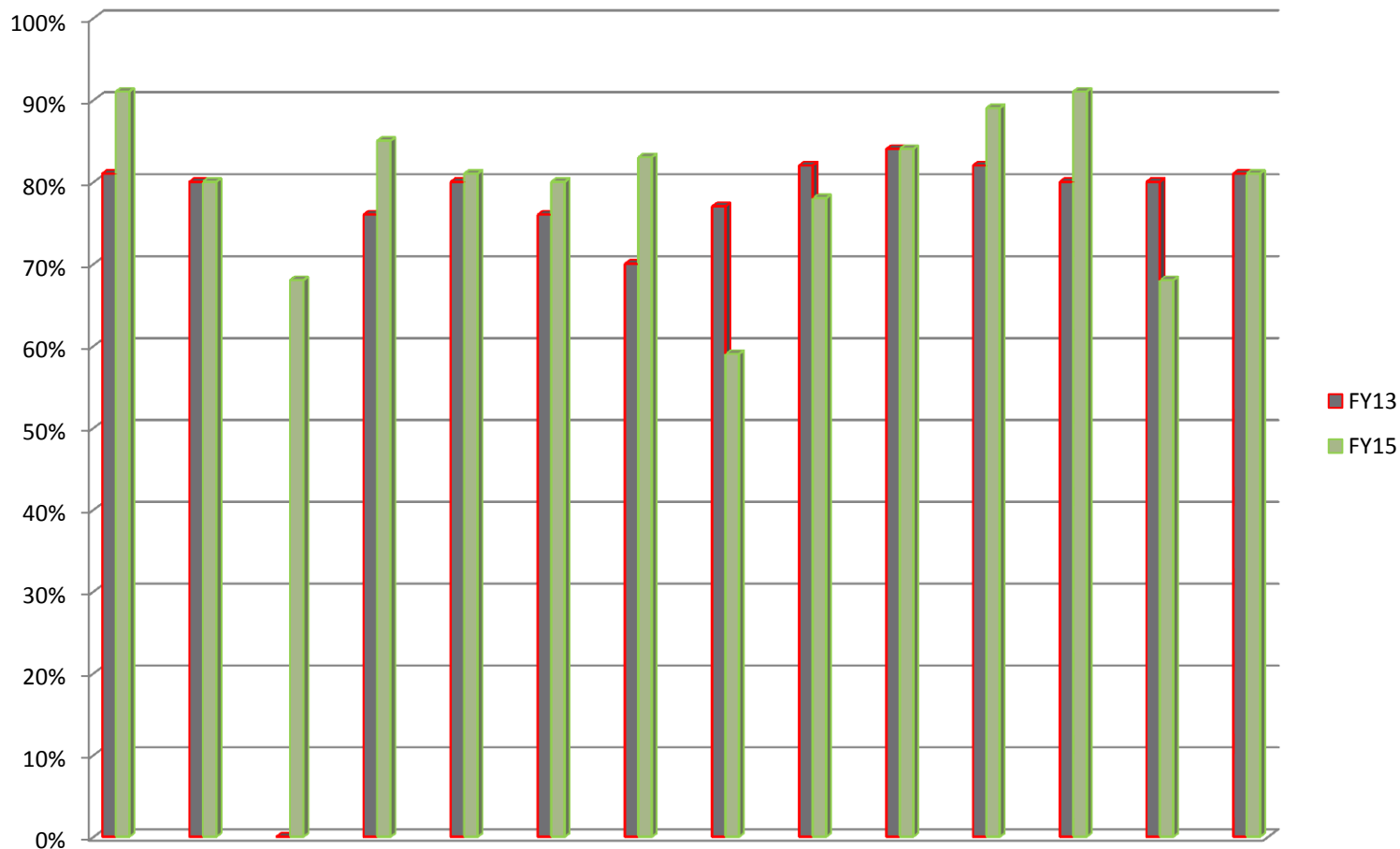
Local Agency Score by Size



Tier 1 – 80% and above



Comparison of 2013 & 2015



Self-Review

- Required for all
 - Internal Quality Improvement
 - Use our materials
- If tier 2 or 3- send to state for review
- Will be reviewing process at conference
 - A lot of discrepancy between what we think is a finding and what locals think is a finding

Admin Findings Review

- Initial Contact Date
- Civil Rights
- Participant ID
- Representative ID
- Residency
- Income
- End of Cert notice
- Benefit Issuance
- VOC Process
- Confidentiality/
Integrity

Nutrition Findings Review

- Goal
- Risk Codes
- Nutrition Education Contacts
- Nutrition Assessment Questions
- Referrals
- Anthros/Hgb
- Food Package
- Core Topics
- Plan
- Observations

Observation

- Added this year
- Replaces one “area” in nutrition
- Previously there was no way to “count” what we saw in clinic
- Often what is in chart and what is observed is different
- This cycle- discussion only

Observation Areas

- Customer Service
- Anthro/Hgb Technique
- Required Posters Displayed
- Confidentiality
- Outreach Plan on File
- Nutrition & Breastfeeding Plans on File
- Breast Pump Log
- Breastfeeding Orientation for New Employees

Summary

- Overall agencies are doing better this round
- Have positive feedback about process/equity
- Internal self-review is an excellent for quality improvement

DISCUSSION

